

2024 National Highways and Transport Network Public Satisfaction Survey



West Sussex Key Benchmarking Indicator Results and Survey Background Summary

1. Introduction

This report sets out the background and methodology to the National Highways and Transport Network Public Satisfaction (NHT) Survey undertaken in West Sussex since 2010.

It also presents the West Sussex key benchmarking indicator (KBI) trends for 2010 to 2024.

2. Survey Background

The survey is a random postal survey sent to households across West Sussex. The survey is administered by m2i and Ipsos Mori on behalf of the NHT Network. This summary has been prepared by West Sussex County Council (WSCC) to summarise the KBI results from the survey from 2010 to 2024 and to explain the methodology behind the survey. Further information about the national survey results is available on [NHT Network's website](#).

The NHT survey includes questions on perceptions and satisfaction with highways and transport services and also collects some data on the use of different transport modes and access to services.

The survey was first undertaken in West Sussex in 2010 and has now been undertaken for ten years. In 2024, there were 96 participating Local Transport Authorities across England and Scotland.

3. Key Benchmarking Indicator Headline Results 2024

A series of 26¹ key benchmarking indicators (KBIs) are collected through the survey, and the table below presents the West Sussex results from 2010 to 2024. Scores are presented out of 100 and further information about how the scores are calculated is provided in Section 4.

- West Sussex scores for the Key Benchmarking Indicators (KBIs) KBI 00, KBI 01 and KBI 02 measures related to **'Overall highways and transport satisfaction'** were between 1 and 4 points lower than the peer group average scores. These scores relate general satisfaction scores against overall, local and national importance indicators respectively.
- The **indicators scoring most above the NHT average** for West Sussex were:
 - KBI06 Local bus services (overall) at 5 above average with 60

¹ A number of changes to survey questions were made for the 2020 survey which affected the composition and calculation of five of the survey KBI's (KBI14, KBI19, KBI21, KBI24 and KBI26). The results for these KBIs cannot be directly compared to previous years.

- KBI07 Local bus services (aspects) at 7 above with 56
- KBI08 Public transport information at 5 above with 40
- The **highest scoring indicator** for West Sussex was:
 - KBI03 Ease of access (all) with 72
- The **indicators scoring most below the NHT average** for West Sussex were:
 - KBI23 Condition of highways at -12 with 12
 - KPI Ease of access (no car) at -5 with 62
- The **lowest scoring indicator overall** was also KBI23 Condition of highways at -12 with 12

01 General KBI measure	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
KBI 00 Overall										46	49	45	44	37	38
KBI 01 Overall (local)	54	55	54	54	53	54	54	53	52	52	51	50	48	47	48
KBI 02 Overall (national)	54	55	54	54	53	55	54	53	53	52	52	50	48	47	48

02 Accessibility KBI measure	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
KBI 03 Ease of Access (all)	76	79	77	80	76	76	74	76	74	74	77	76	71	70	72
KBI 04 Ease of Access (disabilities)	70	72	71	74	73	71	64	63	65	67	67	68	61	62	59
KBI 05 Ease of Access (no car)	75	77	78	76	71	77	71	71	68	76	69	73	61	66	62

03 Public Transport KBI measure	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
KBI 06 Local bus services	63	64	62	64	64	66	63	62	65	63	63	62	56	58	60
KBI 07 Local bus services (BVPI 104) ²	60	54	62	62	69	68	61	67	67	64	65	58	50	50	56
KBI 08 Public trans info (BVPI 103) ²	44	45	51	48	50	52	52	46	50	52	44	42	34	37	40
KBI 09 Taxi/mini cab services	68	68	68	68	66	66	66	64	65	65	67	66	61	58	63
KBI 10 Community Transport	55	58	57	58	59	59	57	58	59	58	59	58	55	55	56

04 Walking/Cycling KBI measure	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
KBI 11 Pavements and Footpaths	55	56	53	57	55	56	56	52	53	53	52	50	47	48	48
KBI 12 Pavem's & Footp' (aspects)	57	56	54	58	56	60	60	58	58	58	54	51	49	49	50
KBI 13 Cycle routes and facilities	47	53	50	50	46	48	50	47	50	48	47	47	45	47	48
KBI 14 Cycle routes & facilit's (aspects)											45	47	47	46	49
KBI 15 Rights of Way (RoW)	57	58	61	60	57	59	60	60	58	57	58	57	55	54	52
KBI 16 Satisfaction - RoW (aspects)	54	56	56	56	52	56	56	54	56	55	52	51	49	47	49

05 Tackling Congestion KBI measure	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
KBI 17 Traffic levels and congestion	43	47	47	43	41	41	41	40	40	37	41	38	36	34	36
KBI 18 Management of roadworks	47	49	51	51	54	55	54	53	51	51	48	45	40	39	39
KBI 19 Traffic management											39	38	36	39	39

06 Road Safety KBI measure	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
KBI 20 Road safety locally	58	59	61	60	57	59	58	57	55	55	52	54	53	50	50
KBI 21 Road safety environment											52	54	51	51	52
KBI 22 Road safety education	51	55	55	53	51	56	55	51	54	52	47	50	47	45	45

² Two of the Public Transport questions are based upon former BVPI indicators calculated in different ways as explained in the Appendix A, section 5.

07 Highway Maint/Enforcement KBI measure	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
KBI 23 Condition of highways	35	32	31	24	31	35	37	34	26	32	26	22	27	16	12
KBI 24 Highway maintenance											47	39	42	39	39
KBI 25 Street lighting	65	66	66	69	67	70	67	66	65	65	64	62	60	62	61
KBI 26 Highway enforcement/obstruc's											43	38	38	36	35

KBI scores colour coding: green > 60, amber >50 <60, red < 50

4. Survey Methodology and Analysis Information

This section presents additional information about the survey methodology and analysis.

Response Rates

West Sussex response rates for each year of participation in the survey are shown in the table below. From 2010 to 2013 the survey was a 1-wave sample of 4500 households, whereas in 2014 the survey was changed to a 2-wave survey to 3300 households to address falling response rates to the survey across all local authorities participating in the survey. Please note that not every respondent answers every question, so individual response rates by question are lower.

Year	Sample Size	Number of Responses	Response Rate (%)
2010	4500	919	20.0%
2011	4500	953	21.2%
2012	4500	987	21.9%
2013	4500	891	19.8%
2014	3300	932	28.2%
2015	3300	847	25.7%
2016	3300	966	29.3%
2017	3300	947	28.7%
2018	3300	1,017	30.8%
2019	3300	1,006	30.5%
2020	3300	957 ³	29.0%
2021	3300	947	28.7%
2022	3300	887	26.9%
2023	3300	869	26.3%
2024	3300	866	26.2%

Margins of Error

There is understood to be an approximate +-3 point margin of error associated with the results for the whole sample at the county wide level. This error increases as sample sizes reduce (for example, as data at smaller geographical areas are considered), and for comparisons of sub populations within the main sample (for example, comparisons between male and female respondents). Analysis of sub-populations of the data should be treated with caution as they provide an indicative picture only.

Weighting

In order to adjust responses to reflect the local population, a weighting is applied, but only when all responses are considered across the entire authority

³ The option to complete the survey online was introduced in 2013.

sample. Weighting is applied based on census and Office for National Statistics population estimates for age, gender, ethnicity, and work status.

Symbol Colouring for Scores

Green: 60 or above.

Amber: 50 to 59.

Red: under 50.

Rankings

Rankings given for indicators either refer to comparison peer group county highway authorities taking part in the survey. Two sets of rankings are shown for those KBIs applicable to both the 8- and 12-page versions of the survey, and for the KBIs applicable to the 12-page survey only.

How the Survey is scored?

Overall average satisfaction scores

Each of the satisfaction questions are scored out of 100 based on an overall average satisfaction level. Satisfaction responses to each 'satisfaction' survey question are scored as follows:

- very satisfied (100)
- fairly satisfied (75)
- neither/nor (50)
- fairly dissatisfied (25)
- very dissatisfied (0)

An overall average satisfaction score for each question is then calculated by taking the spread of responses to each level of satisfaction divided by the total number of responses to that question (excluding respondents ticking don't know or doesn't apply).

For an example of 700 responses answering: very satisfied (50 responses), fairly satisfied (250 responses), neither/nor (250 responses), fairly dissatisfied (100 responses), very dissatisfied (50 responses) the calculation would be:

$$= ((50*100) + (250*75) + (250*50) + (100*25) + (50*0)) / 700 = 55.4$$

Ease of access

Responses to 'ease of access' questions are scored as follows:

- very easy (100)
- fairly easy (75)
- neither/nor (50)
- fairly difficult (25)
- very difficult (0)

Average scores are calculated in the same way as for the satisfaction scores.

Overall average importance scores

The importance question is scored out of 100 based on an overall average level. Responses to the 'importance' question are scored as follows:

- very important (100)
- fairly important (66.66)
- not very important (33.33)
- not at all important (0)

An overall average satisfaction score for each question is then calculated by taking the spread of responses to each level of satisfaction divided by the total number of responses to that question (excluding respondents ticking don't know or doesn't apply).

For an example of 700 responses answering: very important (200 responses), fairly important (300 responses), not very important (150 responses), not at all important (50 responses) the calculation would be:

$$= ((200*100) + (300*66.66) + (150*33.33) + (50*0)) / 700 = 64.3$$

Benchmarking Indicators (BIs)

Each of the BIs relates to consecutive questions in the NHT Survey and are calculated using the methodology for calculating overall average satisfaction or ease of access/ease of use described above.

Key Benchmarking Indicators (KBIs)

The KBIs are calculated in various ways. They are generally either an average satisfaction score based on responses to the overall satisfaction questions or a combination of average overall satisfaction scores for series of questions under a particular theme from sections of the survey. They are all scored out of 100.

Best Value Performance Indicators (BVPIs)

Two of the Public Transport questions (KBI 07 – Local Bus Services (BVPI 104) and KBI 08 Public transport information (BVPI 103)) are based upon former BVPI indicators. These are expressed as a percentage and are based upon the number of people satisfied (Very Satisfied and Fairly Satisfied) divided by the total number of people responding, multiplied by 100.